
N-FOCUS Major Release

Economic Assistance

March 16, 2014

A Major Release of the N-FOCUS system is being implemented March 16, 2014. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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General Interest and Mainframe

Case Registration (Change)

The Case Registration process has changed to accommodate assigning cases in the case registration process. Nothing changes up to the point of confirming the Program Case Mode. The system will recommend the mode based on the program cases.

Program Case Confirmation (Change)

For Economic Assistance Cases, N-FOCUS will recommend the Assigned Mode.

Interviewing will no longer be an option on the Mode Confirmation window. The automated interview scheduler has been disabled; therefore, the

Program	Assistance	Case Name	Mode	St	Stat Beg Dte	Stat End Dte	Pr
SNAP	FISH	CRAY	ASSIGN	PE	03-01-2014		90
							40

Change Mode to: **ASSIGNED**

Update

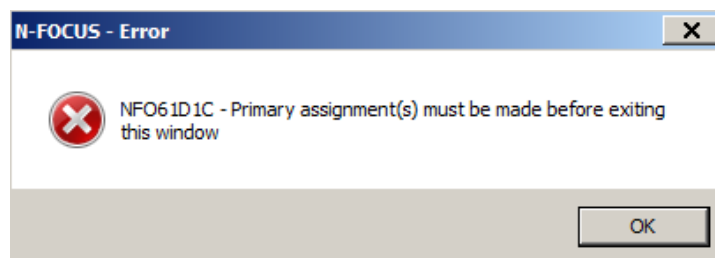
Program	Assistance	Case Name	St	Current Mode	New Mode	Program
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Assigned worker will decide if an interview is required. The worker will create the interview tracking and interview appointment letter manually.

The NOMI process will not change.

If the Assigned mode is confirmed, the user will be taken to the Detail Master Case assignments window. The only programs that will appear on the window are pending cases in Assigned mode. The worker can assign the program(s) and will be returned to Detail Master Case when done.

- Alert #331 – Application Received -will be created for the assigned position. The assigned position will typically be an EA-Intake position. When the case is assigned to an actual SSW the alert will transfer overnight.
- You will not be able to leave the Program Case Mode Confirmation window without creating a primary assignment. If you try to exit with an assignment, the message “Primary assignment(s) must be made before exiting this window” will display.



If the Processing mode is confirmed, Work Task #11 Application Received will be created. (This work task was formerly the App Recd - Intv Not Required Work Task) The work task will be directed to the new Interview/Processing function.

Note: The ability to assign a case from Expert System has not been added. If an existing case is being reopened and should be assigned, the case should be assigned before it is checked out to Expert System. If a new case needs to be added, it should be added in the Mainframe so the assignment can be made.

Functions and Specializations (Change)

Because of changes made to the Detail Office Position Functions and Specialization areas, it is important for workers and supervisors to review their functions and specializations the first time they log onto N-FOCUS after the March 16 release. Some of the functions are now exclusive to either Medicaid & Long Term Care or Economic Assistance.

- **EA:** Workers can update their own functions and specialization/service delivery group

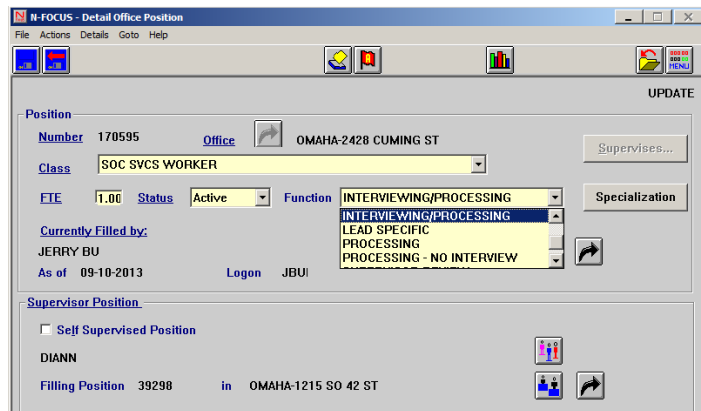
Functions

Interviewing- This function has been renamed to **Interviewing/Processing** and is used only by economic assistance.

- **EA:** Workers who previously had the interviewer function should update their function to **Interviewing/Processing**.

Processing- This function is used exclusively by Medicaid & Long Term Care.

- **EA:** Workers with this function should change to the new **Interviewing/Processing** function.



Processing Initial- this function is no longer used.

- **EA:** Workers with this function should change to the new **Interviewing/Processing** function.

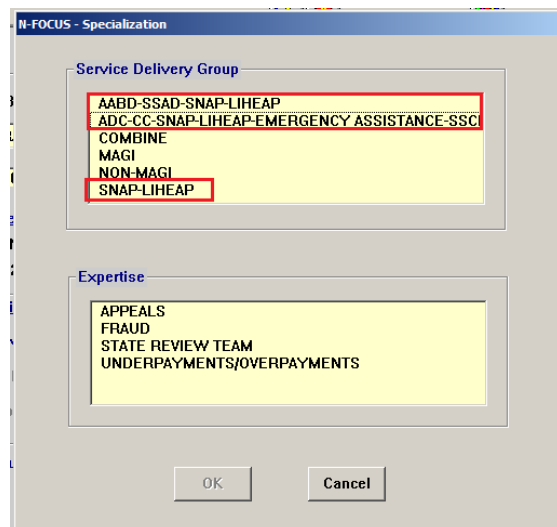
App Mgmt Econ Assist and App Mgmt Medicaid functions have not changed.

Change Management, Lead Specific and Supervisor Review functions have not changed. They will be used by both divisions.

Specializations

EA Specializations have been renamed and a new one added.

- **Adult:** AABD-SSAD-SNAP-LIHEAP
- **Family:** ADC-CC-SNAP-LIHEAP-
Emergency Assistance-SSCF
- SNAP-LIHEAP
 - This has been added as a third specialization. Your supervisor will tell you if you should be in this new Service Delivery Group



Review Applications Automatically Tied (Change)

Review applications will no longer be automatically tied.

Verification Requests (Change)

Verification Requests can now be sent out and tracked by division (EA or MLTC). To send out a Verification Request, please follow these steps:

1. From the Detail Master Case window, click the Verification Request Icon.



Note: If this is the first Verification Request being made, the Detail Verification Request Tracking window will display.

If a previous request was made, the List Verification Request Tracking window will display. Click the New icon and continue with step 2.

2. From the Detail Verification Request Tracking window, click the Add button.

The Add Person, Verification Type(s), Program(s) window will display.

3. Select the appropriate Division to enable the selection of the Person for whom the Verification Request is being made.

Note: Notice that in the screenshots below, Medicaid appears as a Program to select if the person has a role in a Medicaid Program within the Master Case. This is required because the Economic Assistance Division will continue to manage some MED related programs (i.e. Refugee, State Disability).

Note: After the Division and Person are selected, if no Programs display in the Programs section box, this indicates the Person selected does not have a role in any Program related to the selected Division. If the Person should be in a Program within the Division, you may need to exit the Verification Request window, Check Out the Master Case to Expert System and Run Configuration for the appropriate Division. You will generally see this occur when Programs are Pending in Expert System.

IMPORTANT: This scenario will often occur, but is not limited to a situation where a 599 CHIP Program was Pended in the Mainframe and a verification request is needed.

- Once all needed items have been marked for the applicable programs, click OK.

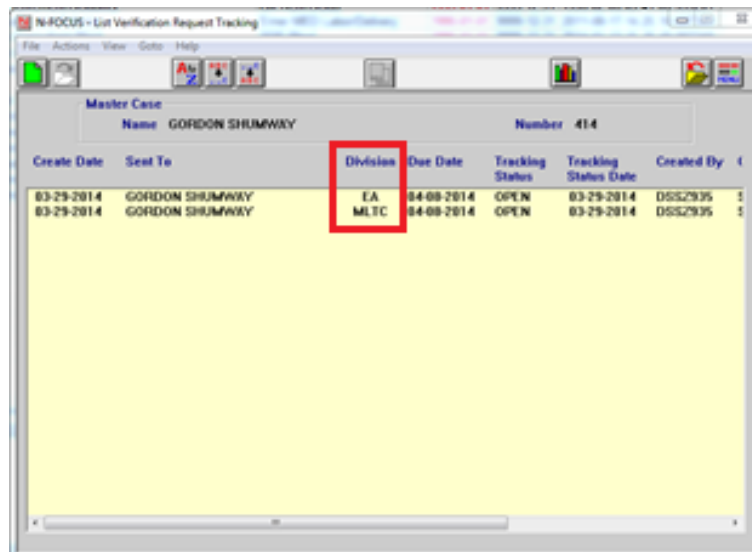
The Summary of Selected Verification Type(s) window will display.

- Review and confirm the accuracy of the request then click the Close icon to continue.

The List Verification Request Tracking window will display.

The List Verification Request Tracking window will now display the Division for which each request created. In the example to the right, a separate Verification Request was requested on 3/29/2014 from each Division.

The Division listed for the Verification Request does not limit who can review or update information on the request. Workers should only update information on Requests assigned to their Division.

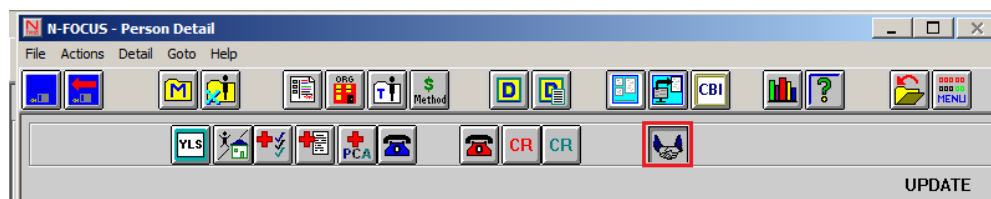


Create Date	Sent To	Division	Due Date	Tracking Status	Tracking Status Date	Created By
03-29-2014	GORDON SHUMWAY	EA	04-08-2014	OPEN	03-29-2014	DSSG2935
03-29-2014	GORDON SHUMWAY	MLTC	04-08-2014	OPEN	03-29-2014	DSSG2935

Note: Verification Requests that were made prior to the March 16, 2014 release will continue to be listed on this window; however, the Division associated with the request will not be displayed.

Person Detail (Change)

The Professional Relationships icon has been added to the Person Detail window.

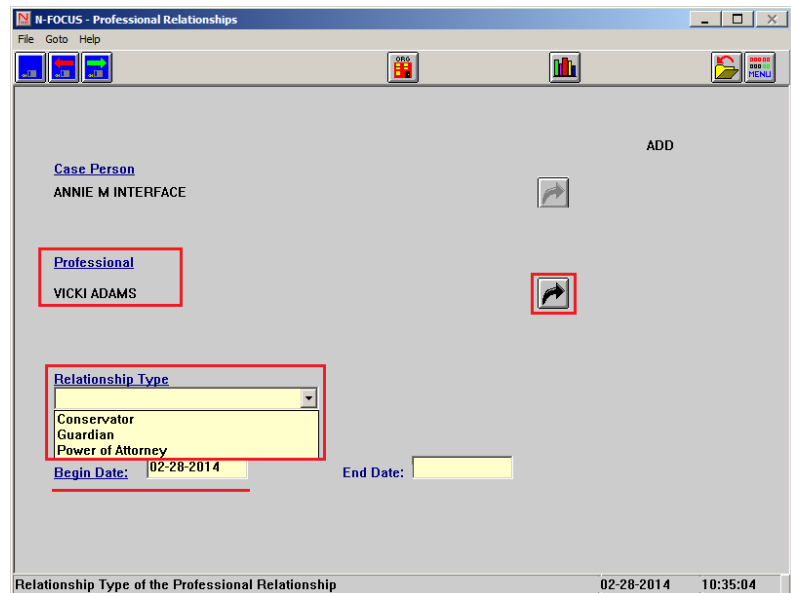


These relationships are different than the Program Professional Relationships used in CFS and APS programs. This new function has been added as a means to readily identify the roles that non-case persons have related to persons on NFOCUS, if relationships exist.

This function will allow for entry of the Personal Details of Conservator, Guardian and/or Power of Attorney (POA), only. These relationships should not be entered unless appropriate supporting documentation is on file. If there are questions as to if a relationship should be entered, you will want to contact your policy program specialists.

To enter these Professional Relationships, follow these steps:

1. Open the appropriate Person Detail Window.
2. Click the Professional Relationships icon.
 - If no Professional Relationship has previously been created, the Professional Relationships window will display.
3. Select the Out Select arrow to retrieve the information.
 - The Person Search window will display.
4. Enter the search criteria and click Search.
 - The Person List window will display.
5. Click the Blue Return Arrow.
 - The Professional Relationships window will display.
6. Select the Relationship Type from the drop down.
7. Enter the Begin Date.
8. Save or Save and Close.



Note: If the Case Person already has a Professional Relationship entered, when the Professional Relationship icon is selected, the List Professional Relationships window will display.

- Open the existing relationship by either double clicking on the row on the list or highlighting that item and selecting the Open icon.
- Create a new Professional Relationship by selecting the New icon.



Note: The following roles are now available on AABD Cases:

- Guardian
- Conservator
- Power of Attorney

Verification Request for Region V (Tip)

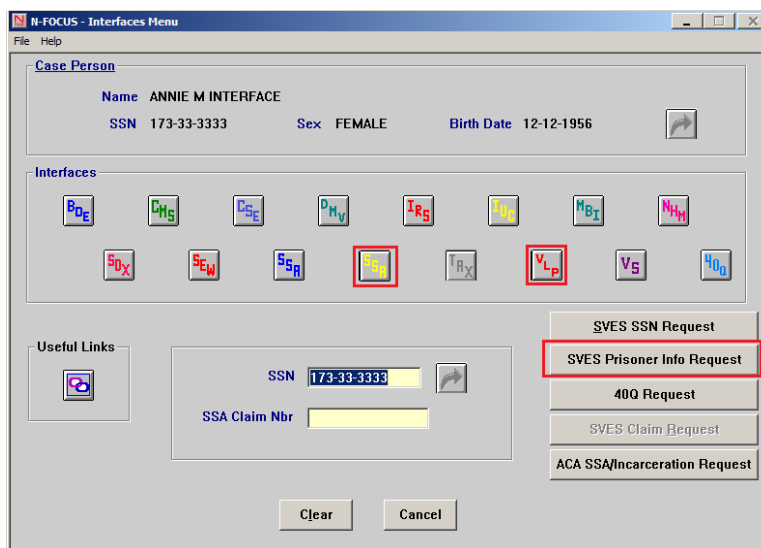
When you send out a Verification Request for Region V please be sure to use the following address:

Fronia Miller
Fax – 402-471-2978
1430 South Street #203
Lincoln NE 68502

Interfaces Menu (Change)

The following icons and button have been added to the Interfaces Menu.

- Yellow SSA (Social Security Association) – Information accessed by Economic Assistance
- VLP (Verify Lawful Presence) – Information accessed by MLTC
- SVES Prisoner Info Request – Information requested by Economic Assistance



Request Current Prisoner/Incarceration Information (New)

To select current Prisoner/Incarceration information, follow these steps:

1. Navigate to the Interfaces Menu.
2. Click the SVES Prisoner Info Request button.

SVES Prisoner Info Request

A pop-up window will display indicating that the request has been made to SVES.

3. Check back after 48 hours to see if a response has been received with more current information.
Click Yellow SSA icon to see this information.

Correspondence

Request for Verification Correspondence Archive (Change)

Effective with this release, Request for Verification correspondence will be archived for 12 months from the create date.

Interview Tracking (Change)

If the Processor decides to schedule an interview, they will create an Interview Appointment Letter in Interview Tracking. This letter indicates that an interview is being requested.

EA The NOMI process will not change.

SSBG Notice Template (New)

With the March 16, 2014 release, the ability to create a Notice Template for SSBG programs will be possible. To create this template, follow these steps:

1. From the Detail Master Case window, click the Correspondence icon.
The Search for Correspondence window displays.
2. Click New.



The Create Correspondence window displays.

3. Select the Notice Template.
4. Click OK.

The Notice Template window will display.

5. Select the Program Case Name from the drop down.

The Program Selection buttons will enable for those programs for which the selected person has a role. The Sent to Group Box will display the individual to whom the correspondence will be sent as well as the preferred language for the selected person.

6. Select the SSBG button.
7. The Notice Template – SSBG window will display.
8. Select either SSAD or SSCF.

If you select a program that the selected Case Name does not have any involvement, you will receive the error message indicated below. Click OK and select the other program radio button to proceed.

9. Select the appropriate SSBG Notice Type – Approval, Denial or Change.

Note: The type of SSBG Notice selected will determine the additional fields that will be required to be completed.

SSBG Approval Notice Required Fields

- **Effective Date:** Any day of calendar month
- **SSBG Eligibility Period** Eligibility period must be set so that the effective date falls between begin and end dates entered.
- **Services** Select the services for which the person is approved. Multiple services may be selected.

Note: Approval notices will not require entry under Change/Denial Reason or a manual reference selection.

SSBG Denial Notice Required Fields

- **Effective Date** Any day of calendar month
- **Change/Denial Reason** You will need to provide a description of why the client is being denied. Since the system will not be providing the reason as on expert system notices, it will be important to provide the recipient of the notice with an explanation. You are limited on the number of characters that can be entered here, so if you need to include additional verbiage in your explanation, you should indicate “Refer to Comments Below” and continue your entry under Reason for Actions on the Notice Template screen.
- **Manual Reference** Select the appropriate reason from the list. The wording displayed in this section will be converted to the actual 473 NAC references that coincide with the displayed wording. The wording will not display on the notice when it is printed.
 - If the appropriate denial reason is not listed, select “Other – Need to Explain in Comments Section”.
 - This selection will not print a 473 NAC manual reference number on your notice and you will need to cite the actual reference that you wish to include within the Change/Denial Reason section.

NOTE: The manual references that are shown in the listing were provided by SSBG policy. You will have the same list presented under either program (SSAD or SSCF) however, SSBG policy staff has requested that staff select the “Other – Need to Explain in Comments Section” for any denial or change notice template related to the SSCF program. Staff will need to refer to the SSCF manual for the actual reference numbers and then manually enter the reference(s) into the Change/Denial Reason section.

SSBG Change Notice Required Fields

- **Effective Date** Any day of calendar month
- **Services** A notice template can only be created to a single service. If changes are needed on multiple services, then multiple notice templates will need to be created.
- **Change/Denial Reason** You will need to provide a description of why the change is being made. Since the system will not be providing the reason for denial as on expert system notices, it will be important to provide the recipient of the notice with an explanation. You are limited on the number of characters that can be entered here, so if you need to include additional verbiage in your explanation, you should indicate “Refer to Comments below” and continue your entry under Reason for Actions on the Notice Template screen.

- **Manual Reference** Select the appropriate reason shown in the list. The wording displayed in this section will be converted to the actual 473 NAC references that coincide with the displayed wording. The wording will not display on the notice when it is printed.
 - If your change reason is not included, you should select the “Other – Need to Explain in Comments Section”.
 - This selection will not print a 473 NAC manual reference number on your notice and you will need to cite the actual reference that you wish to include within the Change/Denial Reason section.

ADC Eligibility Notice (Change)

Language has been added to ADC eligibility notices to allow Nebraska to be in alignment with P.L. 112-96 (Middle Class Tax Relief and Job Creation Act of 2012) which requires states to assure recipients of case assistance are aware of the restrictions for usage of TANF funds. The new language will appear as shown below:

NOTICE OF ACTION

Aid to Dependent Children

Your benefits will change for 5-2014. The monthly benefit will be \$364.00.

The reason is:

- Reason Found Below or in Comment Section

It is a violation of Federal law to access TANF funds from an ATM located at or via a point-of-sale purchase at the following types of businesses:

1. Liquor stores; or
2. Casinos, Gambling Casinos or Gaming Establishments; or
3. Any retail establishment which provides adult-oriented entertainment in which performers disrobe or perform in an unclothed state for entertainment.]

Document Imaging

Citrix User's Drag and Drop (Change)

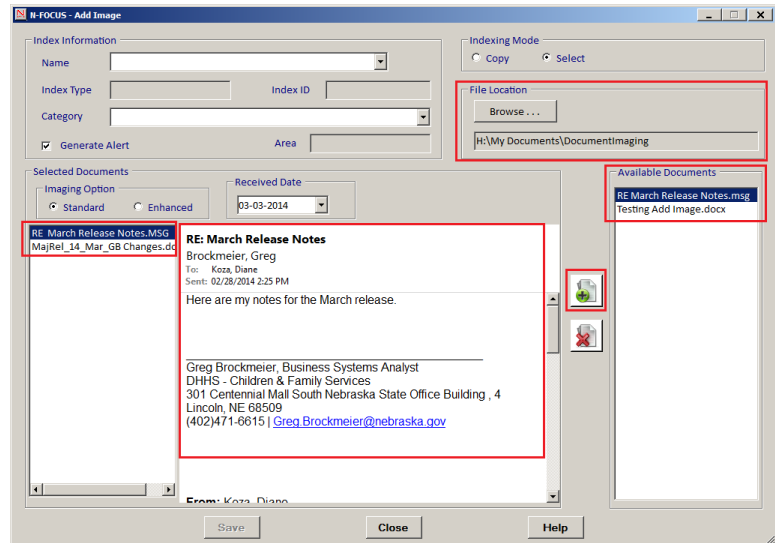
Workers who access N-FOCUS via Citrix will now be able to save messages and any attachments received in Outlook then drag and drop them as a group into the Add Image window. To do this, follow these steps:

1. Open Outlook.
2. Select the Message to be brought into Document Imaging.
3. Click File>Save As.
4. Save the file on your C or H Drive.

IMPORTANT: Any information you save to your C Drive will be deleted when your work station is reimaged. Once the message and/or attachments are moved to Document Imaging, they will be saved on N-FOCUS within Document Imagine.

5. Open the Document Imaging Add Image window.
6. Click the Browse Button.
7. Locate the Document Imaging folder you created.
8. Click OK.

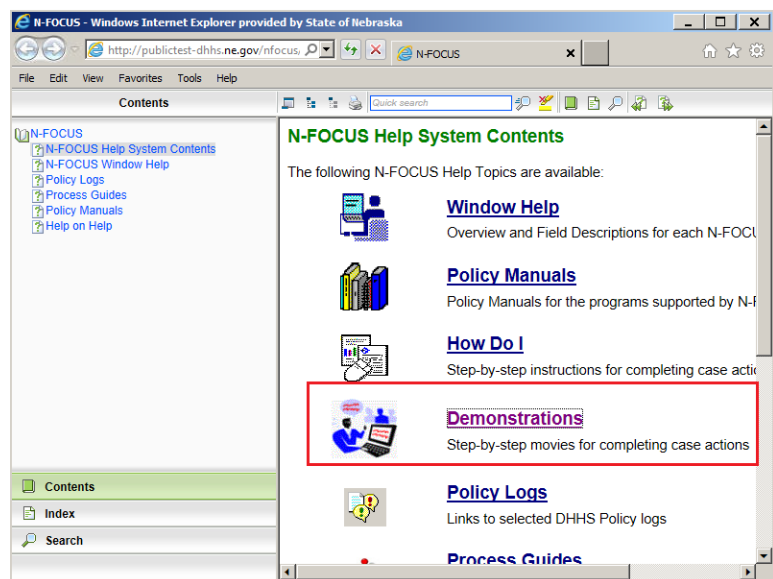
All of the files you saved to this folder will display on the Add Image window, Available Documents Group Box.



Note: As long as you continue to save files you want to add to Document Imaging in the same location, you will only need to **Browse** for the Folder once. Each time you open the Add Image window, the list of files saved to the last Folder you browsed for will automatically display in the Available Documents Group Box.

9. Highlight the appropriate file and click the Add Button.
If the saved Message has an attachment both the message and the attachment will display in the Group Box located on the left side of the window.
10. Highlight the appropriate file to view the image.
11. Index the image as appropriate.
12. Click Save.

For further instructions regarding the use of Document Imaging, refer to the Demonstrations Help section of N-FOCUS. Demonstrations are located within Help Contents.



Alerts

List Master Case Alert Filter (Change)

You can now filter the List Master Case Alert window by Division. To use this filter, select View>Filter from the List Master Case Alert window; the Filter Alerts List by.... will display. Select the appropriate filter and click OK.

The screenshot shows the 'N-FOCUS - Filter Alert List by...' dialog box. On the left, under 'Master Case', there are tabs for 'Number' and 'Program'. Below these, a list of 'Status' entries is shown, all marked as 'OPN'. The main area of the dialog contains several filter options, each with a radio button: 'Status', 'Alert Number', 'Display Date', 'Due Date', 'Name', 'Program Code', 'Type', 'Limit to EA Alerts', 'Limit to MLTC Alerts', and 'Limit to APS/CES/WVR Alerts'. The 'Limit to APS/CES/WVR Alerts' option is highlighted with a red rectangular box. At the bottom of the dialog are 'OK' and 'Cancel' buttons. The status bar at the bottom right of the window displays the date and time: '02-28-2014 10:13:35'.

SEW Alerts (Change)

The following SEW alerts will no longer be generated for SNAP programs.

- Alert #91 New Record Received
- Alert #92 Wage Info Received
- Alert #93 Wage Amount Changed
- Alert #94 New Employer Info

The following SEW alert will no longer be generated for SNAP and LIHEAP programs.

- Alert #244 New Hire Information

Work Tasks

Work Task Priority (Change)

An SSW will no longer be able to change the priority of an existing Work Task.

Electronic Application

Confirming Retrieved Data (Change)

During a Review, when the electronic application pre-populates information, the client will be asked to either confirm or remove the information. If they attempt to continue without first confirming or removing the information, an error message will display.

The screenshot shows the 'Household Members Section' of the 'Application' interface. The left sidebar contains a 'Program Selection' menu with options: Household Members, Household, Law Violations/Program Disqualifications, Resources, Income, Expenses, and Application Submission. The 'Household Members' option is selected. The main content area displays a table of household members with columns for 'Applicant', 'Requesting Assistance?', and 'Change'. The table lists KENNEDY KERBY and three other household members (KENYA KERBY, KENLEI KERBY, KENZIE KERBY, and KENDALL KERBY). Each row has 'Confirm' and 'Remove' buttons. A red box highlights these buttons for the first household member. Below the table, there is a section for 'Are there other people in your household?' with 'Yes' and 'No' radio buttons. A red box highlights the text 'All household members' information must be Confirmed'. At the bottom, there are 'EXIT' and 'CONTINUE' buttons.

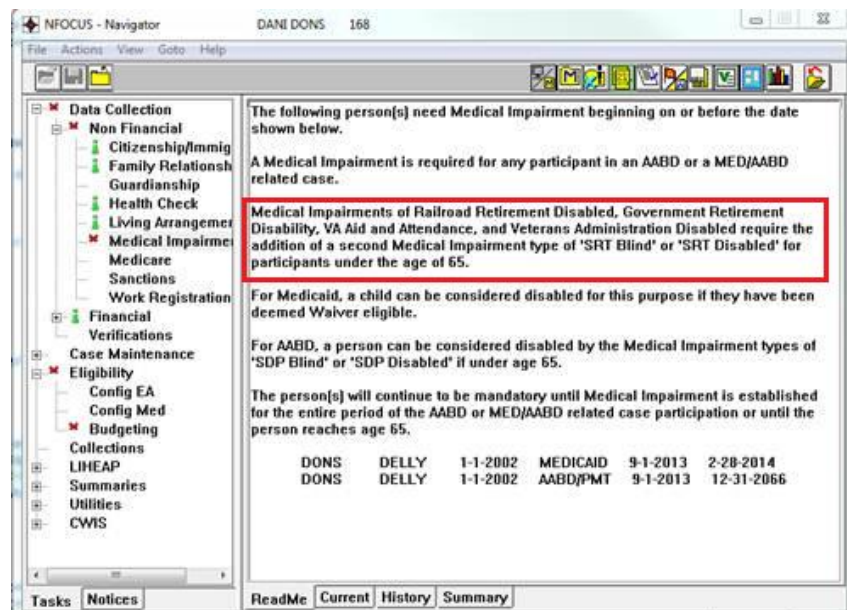
New Sections that will now be populated and have the Confirm/Remove option include Resources, Income and Expenses.

The screenshot shows the 'Resources Section' of the 'Application' interface. The left sidebar contains a 'Program Selection' menu with options: Household Members, Household, Law Violations/Program Disqualifications, Resources, Income, Expenses, and Application Submission. The 'Resources' option is selected. The main content area displays a table of resources with columns for 'Cash', 'Account/Funds', 'Vehicles', 'Burial Assets', 'Life Insurance', 'Property', and 'Other Resources'. The table lists KENNEDY KERBY and various resources (Checking Account, Automobile, Burial Insurance, Life Insurance, House). Each row has 'Add', 'Confirm', and 'Remove' buttons. A red box highlights these buttons for the first resource. At the bottom, there are 'EXIT' and 'CONTINUE' buttons.

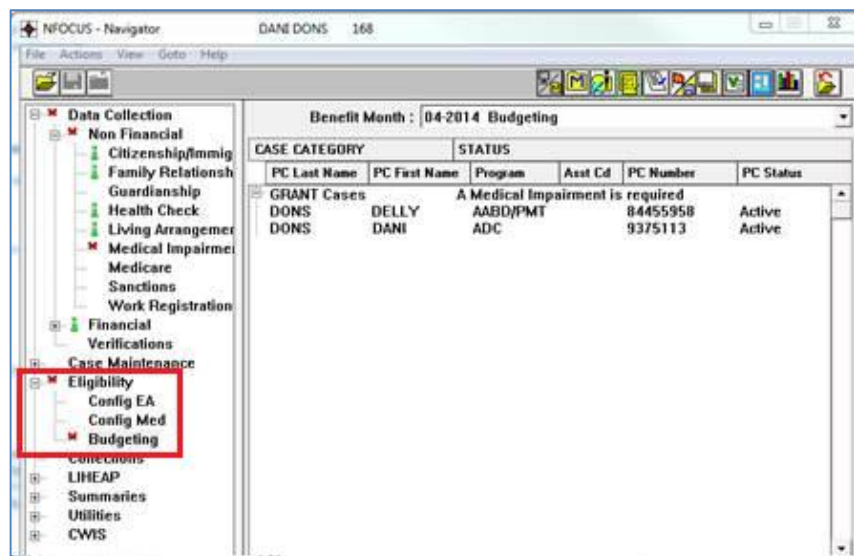
Adding an Ineligible Alien to MED (Change)

The following statement has been added to the Read Me Tab when an ineligible alien is being added to a MED case for the Emergency Medical for Aliens or the Emergency Med/Labor and Delivery programs.

“The program Emergency Medical for Aliens also requires a second Medical Impairment type of “SRT Blind” or SRT Disabled” for aliens under the age of 65.”



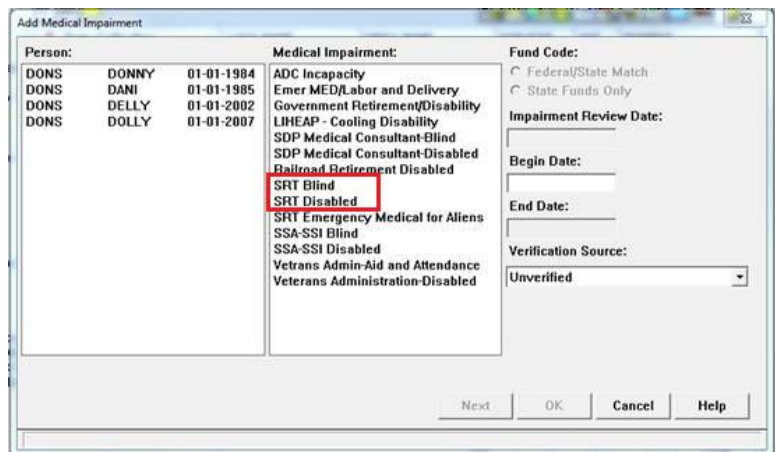
If at this point, you try to run the Budgeting Task, and you do not have the appropriate Medical Impairment type for the program(s) that you are attempting to budget, you will receive the message “A Medical Impairment is require.”



If you click on the Grant Case line, you will be directed to the screen on the following page:



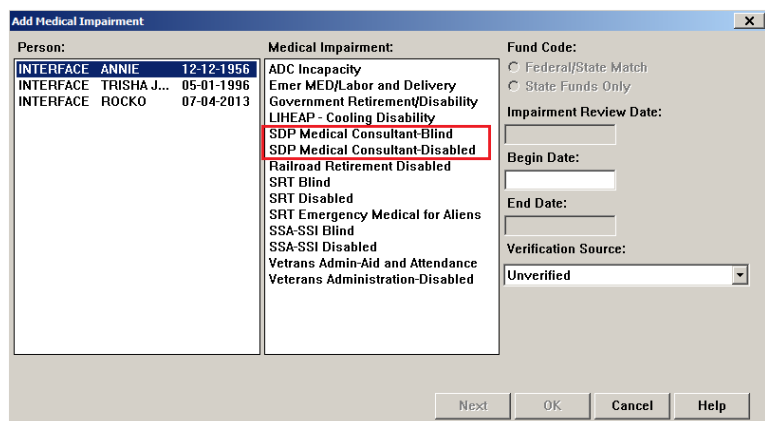
You will need to return to the Medical Impairment Task and Add/Update the Type that is entered for the person listed.



Medical Impairment (Change)

The following new Medical Impairments have been added:

- SDP Medical Consultant – Blind
- SDP Medical Consultant – Disabled



New SNAP Closure Reasons (Change)

The following have been added as new SNAP Closure Reasons:

- Eligible for Less Than \$10, No Allotment Issued
- Not Eligible for Separate Benefits

Placement of Red X on Budgeting

The separation of EA from MLTC programs introduced an issue where budgeting would be stopped for all programs until the issue that caused a **Red X** in the task list was resolved. The issue has been corrected with this release which will allow budgeting to be run as long as the issue behind the **Red X** does not relate to the budget or ARPs within the budget that is being selected to run.

Example: *A Grandmother, who is in AABD/PMT case has CFS non-coop sanction that needs to be imposed, is now applying for MED for her grandchildren. As grandmother is not in the MED program, MED budgeting will be allowed without action being taken on the sanction **Red X**.*

*The sanction **Red X** will, however, need to be resolved before the EA grant budgeting can be run as grandmother is included in that unit.*

ADC Overpayment/Underpayment (Change)

Rounding issues within overpayment/underpayment determinations were identified, with budgeting not rounding to even dollar amount. This resulted in calculated underpayments of partial-dollar amounts (\$0.25 and \$0.75). Benefits were then being issued out in those amounts. This has been corrected.

A second issue identified found that when the partial dollar underpayments (above) were calculated, the system was incorrectly issuing those payments out in amounts less than \$10. This issue has also been corrected.

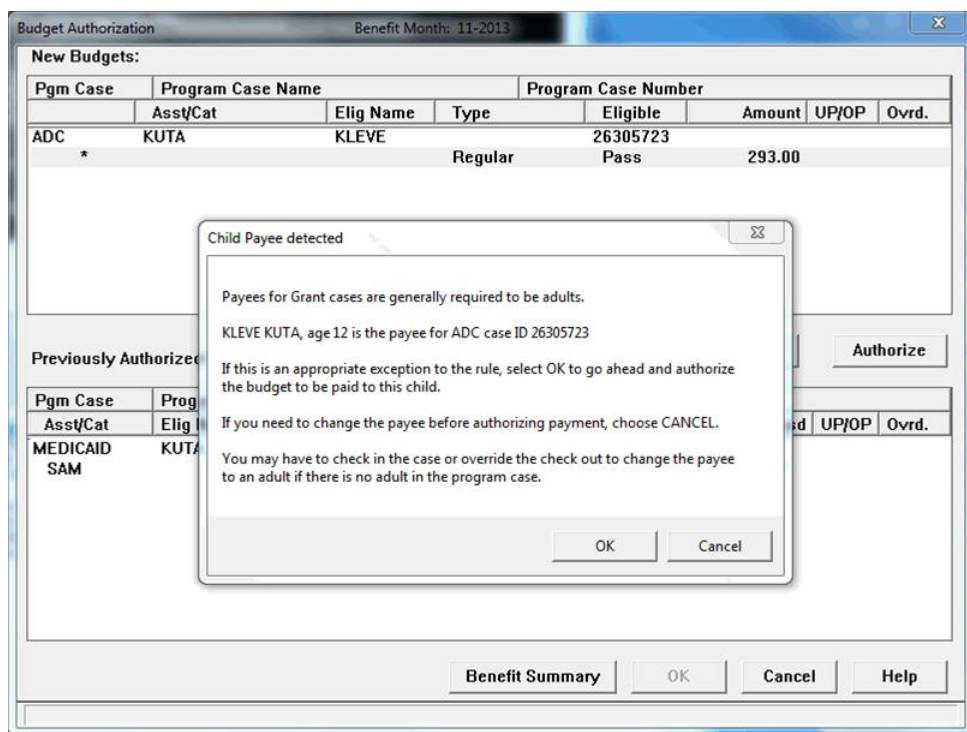
Employment First Status and Budgeting (Change)

An issue was identified where the N-FOCUS system was not recognizing an Employment First program that was in transitional (TR) status as an existing EF program case. When attempting to run the ADC/MED TMA-G budget, you were presented with the message “Employment First Case Required”. A system change has been made which will allow ADC/MED TMA-G budgeting to be run if the EF program is set to TR status.

Note: The EF program will still need to be in AC (active) or EX (exempt) status until the failed ADC budget is authorized. Once the failed ADC grant is authorized, the EF program can be updated to TR status and the ADC/MED TMA-G budget will be able to be run without the message displaying.

Payee Under Age 19 (Change)

When authorizing a grant budget through ADC, AABD, SNAP, or LIHEAP, if the payee is a person that is under 19 years of age, a warning message will be displayed for users basically notifying them the person is under 19. This is not a hard-stop; you can continue to move forward with authorizing budgets or cancel to return to the main budget authorization window.



LIHEAP (Change)

The following changes have been made to LIHEAP:

- If one or more active participants or an active Financially Responsible Person in a LIHEAP case will reach age 70 on or before the end of the cooling season, which is August 31, they will be considered aged 70 at the beginning of the cooling season, which is June 1st.
- Currently N-FOCUS allows workers to select the client payment option. Workers will no longer be allowed to select 'No' to "Pay Provider" for both Heating and Cooling. Supervisors, Production Support, Policy and Technical Staff are the only ones authorized to do so.
- Currently making an active Financially Responsible Person Out of Household and recalculating the budget does not close the Financially Responsible Person from the LIHEAP case. Changing the House Hold Status to Out of Household and rerunning the budget will now close the Financially Responsible Person.
- There were issues with the system not determining the Public Assistance vs Non-Public Assistance households correctly. This has now been fixed.
- The system has been doubling Unearned Income for LIHEAP Budgets. This has been fixed.

New Child Support and Spousal Support Budgeting (Fix)

When a worker would use the keyboard, rather than the mouse, when selecting the Income amounts to be Budgeted, some of the selected amounts were being excluded by the system. This has been fixed. Calculations will include the amounts selected regardless of how they were selected (keyboard or mouse).